

15. GLOSSARY OF TERMS:

The following terms or expressions are used at various intervals during the course of these procedures. Placed in alphabetical order for ease of reference, the definitions/explanations used are based on common understanding and interpretations currently used by Agencies involved in the care, support and protection of vulnerable adults:

- **Abuse** – The term ‘abuse’ can be defined as a single or repeated act or of lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to a vulnerable person. (see Section 5: Shared Definitions, Categories and Indicators of Abuse for further details)
- **Adult Protection Case Conference** – This is a case conference which is normally convened following the initial investigation carried out into any allegation. The decision to hold a case conference will be made by the designated lead manager – Social Services and will be attended by agency representatives and other professionals who have a relevant interest in the case. The purpose of the case conference will be to facilitate the exchange of information and plan future action designed to protect the vulnerable adult or others who may be at risk. The vulnerable adult (victim) may also attend.
- **Adult Protection Co-ordinator** - Since the introduction of the SWAP procedures, the majority of Social Service Authorities have created the post of Adult Protection Co-ordinator. Additionally, a number of NHS Trusts have made similar appointments. Where such appointments exist, the principle roles and responsibilities of these co-ordinating posts are relatively similar with the development and promotion of adult protection being an integral part of their core functions. The role also extends to the monitoring and evaluating of all activity involving the reporting of and responding to ‘referrals’ of alleged abuse against vulnerable adults together with the collation of statistical data for presentation to the Area Adult Protection Committees and the Welsh Assembly Government.
- **Adult Protection Plan** – Refers to the recommended action and key tasks required to be carried out. Such protection plans will be agreed during a strategy meeting or formal case conference and will normally identify those key workers and agencies who are responsible for undertaking these tasks.
- **Advocate** - A person who empowers individuals to articulate their views themselves, or through a competent and independent voice.
- **Alerting** – This refers to the passing on of concerns of suspected or alleged abuse to a person identified as responsible for reporting such incidents.

- **Appropriate adult** – The term ‘appropriate adult’ as defined in the context of the Police and Criminal Evidence Act (Annex E: Code C of the Codes of Practice -revised 1.4.2003) as a person who is:
 - (a) A relative, guardian or other person responsible for their care or custody;
 - (b) Someone experienced in dealing with mentally disordered or mentally vulnerable people but who is not a police officer or employed by the police;
 - (c) Failing these, some other responsible adult aged 18 or over who is not a police officer or employed by the police.

- **Area Adult Protection Committee** – These have been established by each Social Service Authority. Each of the seven Area Adult Protection Committees is responsible for overseeing and co-ordinating policy and practice relating to vulnerable adults in their respective areas. The AAPC is a multi-agency group chaired by a senior manager from Social Services with clearly designated formal responsibility.

- **Care homes** – Includes care homes which provide nursing care, formerly known as ‘nursing homes’

- **Carer** – An individual who provides a substantial amount of care on a regular basis for a vulnerable person but does not include an individual who provides that care by virtue of a contract of employment or other contract with any person; or as a volunteer for a voluntary organisation.

- **Children** – Relates to any person under the age of 18 years of age

- **Concern** – Relates to anyone who may have an interest in or anxiety about a vulnerable person. A person may have relevant information about a vulnerable person that by itself would not necessarily constitute abuse.

- **Declaratory relief** – Provides a mechanism for bringing disputes and concerns to a head without displacing anyone’s nearest relative and without the need for a diagnosis of mental illness disorder or impairment in accordance with the Mental Health Act 1983. (See paragraph 14.86 section 14: Legal Context for further detail)

- **Designated Lead Manager** – This person has designated responsibility for co-ordinating and liaising with outside agencies on adult protection issues. Depending on the organisational structure and size of the agency, one or more designated lead managers may be appointed to carry out this function.

- **Disclosure** – This relates to anyone, including the vulnerable person themselves, revealing to a third party that abuse or inappropriate care may have occurred. In the context of these

procedures, 'disclosure' is also used as a generic term to describe other methods of disclosure such as 'concerns and direct referrals'.

- **Duty of Care** – Failure to act as a reasonable carer or other professional would have done and therefore is in breach on the duty of care owed to the other person. This is an essential element required in a claim for negligence. An example of this may be the common law duty of care that a doctor owes to a patient.
- **Forensic Medical Examiner** – Otherwise known as a Police Surgeon or Doctor. This is likely to be a general practitioner retained by the Police to carry out medical examinations of persons who have been sexually or physically assaulted. These specially trained doctors may also take forensic samples from victims for evidential purposes, subject to the consent of the person involved.
- **Inappropriate care** – This includes acts or omissions to act which, whilst not easily understood as abusive, may nevertheless significantly contribute to diminishing the dignity and quality of life of a vulnerable person. These procedures include inappropriate care in its terminology deliberately to encourage the broadest of consideration of acts that are against the best interests of the vulnerable person. It is anticipated that all such acts should be subject to consideration and scrutiny by organisations and citizens. Inclusion of the term encourages a healthy level of challenge to acts which, whilst they may not of themselves constitute actual abuse, may nevertheless contribute to an unhealthy and unacceptable regime-and may amount also to abuse when their aggregated effect is considered. (See Section 5: paragraph 5.4 for further details).
- **Individual Capacity** – In Common Law, there is an assumption of capacity until this is proven otherwise. Where concerns exist regarding mental capacity, an assessment may need to be carried out by an appropriately trained professional. (See Section 8: 'Capacity & Consent' for further information)
- **Informed Consent** – Generally means the voluntary and continuing permission of the vulnerable adult to agree to a course of action or inaction, based on adequate knowledge of the purpose, nature, likely effects and risks of the proposed action or inaction, including the likelihood of it's success and any alternatives to it (See Section 8:'Capacity & Consent' for further information)
- **'In Safe Hands'** – Guidance relating to the protection of Vulnerable Adults in Wales, published by the National Assembly for Wales through its Social Services Inspectorate in September 2000.
- **Institutional** – Refers to any setting where one or more service users receive a service, whether on a day or residential basis, e.g. a residential care home, a day services centre, or a hospital ward,

or a person's own home. Institutional abuse can occur whenever the regimes or routines of an organisation are insensitive to or ignore the unique needs of the individual and can occur in any service setting.

- **Intermediary** – This term is used in the context of Section 29 of the Youth Justice & Criminal Evidence Act, and is a registered professional person who is able to communicate with vulnerable witnesses. This person will help the vulnerable witness who may have difficulty understanding questions or framing evidence, to coherently communicate, using techniques or other skills to overcome communication problems.
- **Interpreter** – An individual who facilitates communication providing transfer of meaning from one language to another e.g. in translating a foreign language or in the case of a profoundly deaf person, using British Sign Language to translate what is being said. An 'Interpreter' must not be confused with an 'Intermediary' and vice versa.
- **Intimidated witness** – This term is used in the context of section 17 of the Youth Justice & Criminal Evidence Act. It refers to a vulnerable person (witness in criminal proceedings) who feels intimidated (in fear) due to the behaviour of the person accused of abusing them; the behaviour of the accused person's family or associates; or anyone else who is likely to be a witness in the court proceedings.
- **Investigation** – Refers to the technical action and process of gathering information which will allow informed decisions to be made as to the action necessary to protect and support a vulnerable adult and other persons who may be at risk. It can also lead to the identification and apprehension of a person suspected of perpetrating the abuse.
- **Key worker** – Refers to the person who fulfils the statutory duties of their agency, to lead inter-agency work and provide a focus for communication between those involved. This includes the role of the Social Services Assessor Care Manager.
- **Lead Investigator** – This refers to the person charged with the overall responsibility for leading the investigation. The Police will take the lead in circumstances that clearly indicate that a criminal offence has occurred. In other situations, the lead responsibility will be determined by at a Strategy Meeting.
- **'Litigation Friend'** - This term is used when vulnerable adults may have an appropriate adult to manage the litigation on their behalf in civil proceedings. If an individual falls within the Court of Protection, a person can be nominated to represent the vulnerable person and

act in their best interests. (See Section 14: Legal Context. Paragraph 14.14)

- **MAPPP** – ‘Multi-agency Public Protection Panel’ - used by South Wales Police and the Probation Service to assess the potential risk posed by sex and dangerous offenders.
- **MARAC** – Multi-agency Risk Assessment Conference - used by South Wales Police in the context of assessing lower levels of risk
- **Monitoring** – Refers to the supervision of those carrying out investigations, overseeing practice issues and the process of collecting and collating information about cases of abuse and alleged abuse and of the content and outcome of investigations.
- **Neglect** - The persistent failure to meet a person’s basic physical and/or psychological needs, likely to result in serious impairment of the person’s health and development. (see Section 5: paragraph 5.24 for further details)
- **Partner Agencies** – This term refers to those agencies and organisations that agree to subscribe to these inter-agency procedures either as a result of contractual obligations; through membership of an Area Adult Protection Committee or through acknowledgement of good practice guidance. Core agencies (see paragraph 1.11) are also lead organisations that have responsibility for the strategic development, co-ordination and implementation of this policy guidance.
- **Perpetrator (alleged)** – Refers to a person suspected of being the abuser and the term used when there is evidence to substantiate that view.
- **‘Personal Care’** – Set out in the Domiciliary National Minimum Standards (DOH 2003) - the established, ordinary meaning of ‘personal care’ includes:
 - assistance with bodily functions such as feeding, bathing and toileting;
 - care which falls just short of assistance with bodily functions, but still involve physical and intimate touching, including activities such as helping a person get out of a bath and helping them get dressed;
 - non-physical care, such as advice, encouragement and supervision relating to the foregoing, such as prompting a person to take a bath and supervising them doing this;
 - emotional and psychological support, including the promotion of social functioning, behaviour management and assistance with cognitive functions.

- **Providers of care** – can be used to refer to both registered persons who carry on care homes and registered persons who carry on domiciliary care agencies
- **Public Protection Units** – Refers to specialist police units that have been established within each territorial division (also known as Basic Command Units). These Units have dedicated police officers specially trained in interview techniques involving a diverse range of vulnerable persons including adults with physical and mental disabilities and those with sensory impairment disabilities.
- **Public Protection Inspector** - A senior police officer (normally of the rank of Detective Inspector) who will be the designated lead officer in that division with responsibility for liaising with Social Services and other core agencies relative to Adult Protection issues. This officer will also have line management responsibility for the Public Protection Unit within that division.
- **'Referral'** –Means the referral of information relating to suspected or alleged abuse to a person with a responsibility for investigating the matter or co-ordinating the response with other agencies.
- **'Registered Person'** – Defined under the Care Standards Act as any person who is the registered provider or registered manager in respect of the care home
- **'Regular contact'** – Whilst applying the ordinary everyday meaning of such a term which most people can relate to, it can also imply as meaning 'contact' that has a constant or definite pattern, or which recurs at short uniform intervals or on several occasions during short periods of time such as a week.
- **Senior Co-ordinating Officer** – This person will have designated responsibility for the strategic development of inter-agency policy and procedures relating to the protection of vulnerable adults within their organisation. This person will also be responsible for auditing and reviewing policy and practice and co-ordinating the collection of statistical data for the annual returns submitted to the Social Services Inspectorate for Wales.
- **Senior Investigating Officer** – Refers to the senior police officer appointed to take overall charge and responsibility for a criminal investigation.
- **Social Services** – A generic term which in practice, refers to that part of the Local Authority that has specific responsibility for assessing and providing community care services under the Community Care Act 1993.

- **South Wales Adult Protection Forum** – This refers to the strategic management group made up of senior representatives from all the core agencies that subscribe to these procedures. The Forum’s role will be to provide an over-arching responsibility for co-ordinating policy and practice across the seven local authority areas.
- **Significant harm** – There is no absolute criteria on which to rely when judging what constitutes ‘significant harm’. Consideration of the severity of the ill treatment may include the degree and the extent of physical harm, the duration and frequency of abuse and neglect, the extent of premeditation and degree of threat and coercion. Sometimes, a single traumatic event may constitute significant harm, e.g. a violent assault, suffocation or poisoning. More often, significant harm is a compilation of significant events, both acute and long-standing, which damage the person’s physical and/or psychological health and well being. (See Section 5: paragraph 5.70 for further details on this)
- **‘Special Measures’** - Part II of the Youth Justice and Criminal Evidence Act 1998 allows for the provision of ‘special measures’ to vulnerable witnesses (see vulnerable witnesses below) who are considered eligible under the Act, to allow them to give their best evidence in criminal proceedings. (For further details see Section 14: The Legal Context section, ‘Special Measures’ paragraph 14.48)
- **Strategy Discussion** – This refers to an informal discussion between designated lead managers in different agencies over issues relating to allegations of abuse involving a vulnerable adult. Whilst such discussions may take place over the telephone or on a one to one basis, there is still a need for any decisions made/action taken to be recorded. A strategy discussion may lead to the holding of a strategy meeting (see below).
- **Strategy Meeting** – The purpose of a strategy meeting is to facilitate the exchange of information between a number of core agencies. These agencies will have a relevant interest in the vulnerable adult (victim) and the allegation of abuse made. The meeting will determine whether an investigation should take place and plan the immediate management and protection issues relating to the adult. (For further details, refer to Section 9 paragraph 9.59)
- **Thresholds** – Used in the context of Abuse/Inappropriate Care, the ‘threshold’ is the point at which a decision needs to be taken as to whether the incident should be dealt with via the Adult Protection Procedures or deal with in another, more appropriate way, e.g. disciplinary procedures.

- **Video-interview** – This refers to a process where by specially trained police officers and social workers will be able to ‘interview’ vulnerable adults using digital video technology. (For further details, see Section 14: The Legal context section –‘Special Measures’ paragraph 14.48)
- **Volunteer** - Relates to an individual used or accredited by any public, voluntary or private agency, whose work brings them into contact with children or vulnerable adults.
- **Vulnerable witness** – Is a witness in criminal proceedings who is eligible for assistance with giving evidence by virtue of Section 16 of the Youth Justice and Criminal Evidence Act 1999. Vulnerable witnesses include all people whose quality of evidence is likely to be diminished by reason of any of the following circumstances:
 - Suffers from a mental disorder within the meaning of the Mental Health Act 1983; or
 - Has a significant impairment of intelligence and social functioning; or
 - Has a physical disability or is suffering from a physical disorder
- **Whistle Blowing** – Otherwise known as ‘confidential reporting’ or public interest disclosure. This relates to the disclosure or communication of information about possible malpractice by individuals or organisations, either internally or externally, or to an outside authority. (See Section 14: Legal Context, paragraph 14.77 and supplementary guidance on Public Interest Disclosure - Appendix ‘B’)